



PATENT
Attorney Docket No.: NUASI-00106

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:) Group Art Unit:
Kevin McPartlan et al.) Examiner:
Serial No.: 10/633,018) **TRANSMITTAL LETTER**
Filed: July 31, 2003) 162 N. Wolfe Road
For: **ESCALATED HANDLING OF**) Sunnyvale, CA 94086
NON-REALTIME) (408) 530-9700
COMMUNICATIONS) Customer No.: 28960

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:
Enclosed please find a Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. An originally executed duplicate of this transmittal is enclosed for this purpose.

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: 10-21-03

By: Thomas B. Haverstock
Thomas B. Haverstock
Reg. No.: 32,571

Attorneys for Applicant

CERTIFICATE OF MAILING (37 CFR § 1.8(e))

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HAYERSTOCK & OWENS LLP
Date: 10-21-03 By: S. J. L.



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Serial No.: 10/633,018) Examiner:
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For: **ESCALATED HANDLING OF**) **SUPPLEMENTAL INFORMATION**
NON-REAL TIME) **DISCLOSURE STATEMENT**
COMMUNICATIONS)
162 N. Wolfe Road
Sunnyvale, CA 94086
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Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 6,046,762;
- “Declaration of Kevin McPartlan 2 pp;
- Dr. D. E. Brown, “The Interaction Center Platform™”, Interactive Intelligence, April 6, 2001, pp. 1 of 31;
- M. Taylor, “Integrated Versus Unified CTI - What’s the Difference?”, Interactive Intelligence, <http://www.inin.com/news/presscoverage/presscoverage.asp?id=14>, August 2, 2001, pp. 1 of 9;
- CosmoCom, “CosmoCall Universe™ Technology Overview”, <http://www.cosmocom.com/Productinfo/techover.htm>, August 2, 2001, pp. 1 of 3 and;
- “Using SNMP to Manage Your Call Center More Efficiently”, 2001 Aspect Communication Corporation, 12 pp.

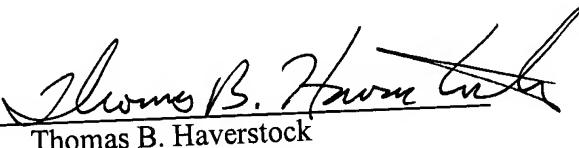
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Attorney Docket No.: NUASI-00106

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

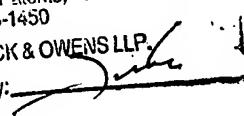
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Dated: 10 - 21 - 03

By: 
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Reg. No.: 32,571

Attorneys for Applicant

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FORM PTO-1449 (Modified)	OCT 23 2003	U.S. Department of Commerce Patent and Trademark Office	Attorney Docket No.: NUASI-00106	Serial No.: 10/633,018
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) (37 CFR § 1.98(b))		Applicant: Kevin McPartlan et al.		
		Filing Date: July 31, 2003	Group Art Unit:	

U.S. PATENT DOCUMENTS

Examiner Initials	Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
AA	6,046,762	04/04/00	Sonesh et al.	348	16	03/01/97
AB						
AC						
AD						
AE						
AF						
AG						
AH						
AI						
AJ						
AK						
AL						
AM						
AN						
AO						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

	Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
						Yes	No
AP							
AQ							
AR							
AS							
AT							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

AU	"Declaration of Kevin McPartlan", 2 pages
AV	Dr. D. E. Brown, "The Interaction Center Platform™", Interactive Intelligence, April 6, 2001, pp. 1 of 31
AW	M. Taylor, "Integrated Versus Unified CTI - What's the Difference?", Interactive Intelligence, http://www.inin.com/news/presscoverage/presscoverage.asp?id=14 , August 2, 2001, pp. 1 of 9
AX	CosmoCom, "CosmoCall Universe™ Technology Overview", http://www.cosmocom.com/Productinfo/techover.htm , August 2, 2001, pp. 1 of 3
AY	"Using SNMP to Manage Your Call Center More Efficiently", 2001 Aspect
AZ	
BA	
BB	
BC	

Examiner:

Date Considered:

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.